

## **Summary Overview of Proprietary School Relations**

Proprietary School Relations ...

Primary Customers: Schools and Servicers

Services Offered:

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Operating Partner: N/A

Proprietary School Relations Contact Name: Bob James

Proprietary School Relations Contact Phone:

Location:

Hours of Operation:

Phone Numbers:

Fax:

Email: bob.james@ed.gov

Web site:

## **Call Volumes**

Annual Call Volume:

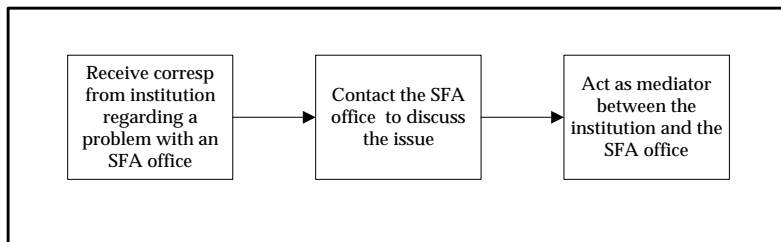
Average Monthly Call Volume:

Peak Month/# of Calls:

## **Narrative of Contact with Institution**

When an institution is having a problem with one of the offices in SFA, the institution will call the Proprietary School Relations representative. He will then contact the SFA office in question to discuss the issue. The representative does not create policy. He does act as a mediator between the institution and the SFA office.

### **Contact with Institution**



**Employee Information**

Total Number of Proprietary School Relations related employees: 1

\*Includes all administrative and support employees

Total number of seats in the center: N/A

Percentage of day spent on clients other than SFA:

Customer Service Representative Segmentation: